



Department of Justice

Billing Code: 4410-FY

Bureau of Alcohol, Tobacco, Firearms and Explosives

[OMB Number 1140-0091]

Agency Information Collection Activities:

Proposed collection; comments requested:

National Response Team Customer Satisfaction Survey

ACTION: 60-Day Notice of Information Collection Under Review:

The Department of Justice (DOJ), Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF), will be submitting the following information collection request to the Office of Management and Budget (OMB) for review and approval in accordance with the Paperwork Reduction Act of 1995. This notice requests comments from the public and affected agencies concerning the proposed information collection. Comments are encouraged and will be accepted for “sixty days” until [insert the date 60 days from the date this notice is published in the Federal Register].

This process is conducted in accordance with 5 CFR 1320.10.

If you have comments especially on the estimated public burden or associated response time, suggestions, or need a copy of the proposed information collection instrument with instructions or additional information, please contact Mary Lynn Wolfe, Mary.Wolfe@atf.gov, Arson and Explosives Programs Division, Fax # (202) 648-9660.

Written comments and suggestions from the public and affected agencies concerning the

proposed information collection are encouraged. Your comments should address one or more of the following four points:

- Evaluate whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information will have practical utility;
- Evaluate the accuracy of the agency's estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used;
- Enhance the quality, utility, and clarity of the information to be collected; and
- Minimize the burden of the collection of information on those who are to respond, including through the use of appropriate automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submission of responses.

Summary of Information Collection:

- (1) Type of Information Collection: Reinstatement with change of a previously approved collection.
- (2) Title of the Form/Collection: National Response Team Customer Satisfaction Survey.

- (3) Agency form number, if any, and the applicable component of the Department of Justice sponsoring the collection: Form Number: None. Bureau of Alcohol, Tobacco, Firearms and Explosives.
- (4) Affected public who will be asked or required to respond, Primary: State, Local or Tribal Government. Other: None.

Need for Collection:

The Arson and Explosives Programs Division (AEPD) of the Bureau of Alcohol, Tobacco, Firearms and Explosives distributes a program-specific customer satisfaction survey to more effectively capture customer perception/satisfaction of services. AEPD's strategy is based on a commitment to provide the kind of customer service that will better accomplish ATF's mission.

- (5) An estimate of the total number of respondents and the amount of time estimated for an average respondent to respond: It is estimated that 20 respondents will complete a 15 minute survey.
- (6) An estimate of the total public burden (in hours) associated with the collection: There are an estimated 5 annual total burden hours associated with this collection.

If additional information is required contact Jerri Murray, Department Clearance Officer, Policy and Planning Staff, Justice Management Division, United States Department of Justice, Two Constitution Square, Room 2E-508, 145 N Street NE, Washington, DC 20530.

Jerri Murray

Department Clearance Officer, PRA

U.S. Department of Justice

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